

Accentra Primo Payroll

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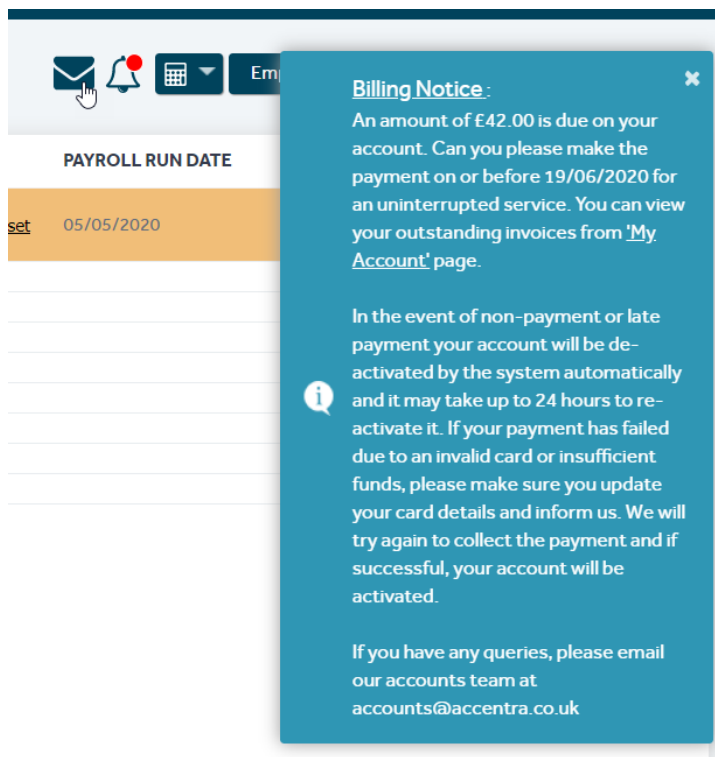
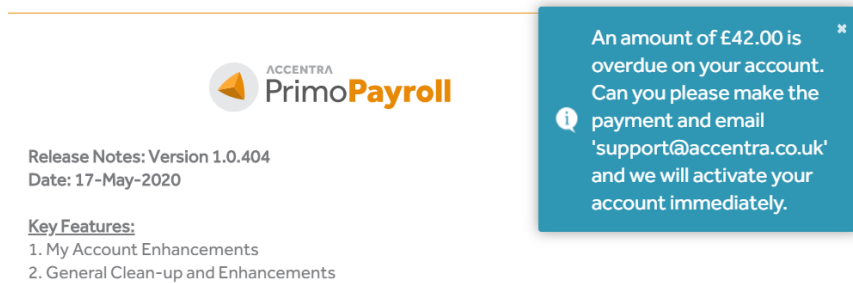
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I ENHANCEMENTS

I.1 LOGIN SCREEN BILLING NOTICE

You'll now be shown a billing notice on the Primo Payroll login screen if you have an overdue payment, if you have been issued an invoice or if a payment has failed. Examples of these messages are included in the screenshots below. If you have an outstanding balance you will not be able to login to your account. You will need to make payment and then contact our support team (support@accentra.co.uk) to notify them so they can reactivate your account. You can view any outstanding invoices and your payment history from your My Account page in Primo Payroll. If you have any issues or queries regarding payments or billing you can contact our accounts team on accounts@accentra.co.uk.



1.2 P60 – 2020 TAX YEAR AMENDMENTS

We've amended the P60 form to include Statutory Parental Bereavement Pay, as per HMRCs requirements for the 2020-21 tax year.

1.3 EDITION REVIEW

We've conducted a review of the Primo Payroll system to ensure the correct features are enabled in each account based on the edition you signed up for. This may mean you notice a loss of features that were previously available. For more information on the features available with each edition please refer to: <https://primopayroll.co.uk/pricing/>

If you would like to change your edition please contact our support team on support@accentra.co.uk

Note: As there have been few design changes on the portal, please press (Ctrl + Shift + R) to update your cache to the latest version when you login to the portal if you're experiencing continuous loading/freezing issues.

SUPPORT

We welcome any suggestions for improvements to the software. Please send an email to the below mentioned email address if you have any feedback or suggestions

If you are experiencing any issues with the software please email the support team at support@accentra.co.uk before you call. This will generate a support ticket and allow our team to respond promptly. Please include your Payroll company ID and contact details in the email.

Primo Payroll Support Team

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